



DEPARTMENT OF THE ARMY  
US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON, JAPAN  
UNIT 45006  
APO AREA PACIFIC 96343-5006

REPLY TO  
ATTENTION OF

COMMAND POLICY

59

IMPC-JA-MWB-L

21 October 2008

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Procedures for Reservation Acceptance, Length of Stay and Guest Priority

1. PURPOSE: To establish guidelines, policies and procedures of operation for the Army Lodging facilities located at Camp Zama.

2. REFERENCE:

a. Army Lodging Standard Operating Procedures, Section A and B, May 2006, US Army Community & Family Support Center, Army Lodging Directorate.

b. AR 215-1, Military Morale, Welfare, and Recreation Programs and Nonappropriated Fund Instrumentalities, 31 July 2007.

3. APPLICABILITY: This policy applies to all personnel and their Family members, organizations, activities, tenant commands, as defined by Article 1 of the Status of Forces Agreement (SOFA).

4. POLICY:

a. AUTHORIZED USE. The authority to occupy Army Lodging facilities is regulated by references a and b, and the SOFA. Eligibility for use of Zama Lodging is limited to:

(1) Active duty and reserve US Military personnel on temporary duty (TDY) or permanent change of station (PCS), with Family members, or Family members alone when traveling in a PCS status.

(2) US Department of Defense (DoD) Civilian employees/dependents on official TDY or PCS orders.

(3) US Coast Guard active duty members and civilians on TDY or PCS, with Family members, or Family members alone when traveling in a PCS status.

(4) Medal of Honor recipients.

(5) DoD sponsored foreign nationals on TDY.

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- (6) US Military family members on medical TDY orders.
- (7) Families, relatives, and guests of hospitalized US military members and their Family members.
- (8) US Military retirees and dependents when accompanied by the retiree sponsor.
- (9) US Military active duty or reserve component members in a non-duty status or their Family members.
- (10) US civilian employees/dependents on Environmental Morale Leave (EML) orders with overseas ID card, DD Form 2765.
- (11) US Coast Guard members in a non-duty status or their Family members.
- (12) Surviving spouses and their Family members; former spouses when accompanied by dependent children.
- (13) Bona fide house guests of authorized SOFA status patrons.
- (14) Contractors/dependents on DoD orders to execute contracts for the US Armed Forces stationed in Japan.

**b. RESERVATION ACCEPTANCE:**

(1) Reservations may be made by calling or e-mailing the CAMP ZAMA RESERVATIONS OFFICE ONLY. Operating hours are Monday – Friday, 0800 – 1600, Japan Standard Time. Guest request information will be accepted at the front desk during reservation office hour closure periods and the customer will get a notification within 24 hours of the next business day. Reservations will be taken at the front desk when arrival is within 72 hours.

(2) Guests arriving without reservations will be accommodated upon arrival, based upon room availability.

**c. PRIORITY:**

(1) Priority 1: PCS-In. All military (active duty, guard and reserve) and DoD civilians, employed by the US Government (not including contractors) may make reservations up to three months in advance, based upon availability, and the maximum stay is no more than 30 days. If permanent housing is not available within 30 days of arrival, the extended stay will be validated with the housing office to obtain information on the personnel's assignment date. Effective coordination must be made with Chief, Family Housing Management Branch, Housing Management Division.

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At times where occupancy is at a maximum, and a PCS-In guest must be referred off-post, those that are single/unaccompanied should be referred off-post first, before PCS-In guests that are accompanied.

(2) Priority 2: PCS-Out. All military (active duty, guard and reserve) and eligible DoD civilians (not including contractors) may make reservations up to six months in advance, based upon availability, and the maximum stay is no more than 30 days. If permanent housing must be vacated prior to 30 days, the extended stay will be validated with the housing office to obtain information on the personnel's assignment date. Effective coordination must be made with Chief, Family Housing Management Branch, Housing Management Division.

At times where occupancy is at a maximum, and a PCS-Out guest must be referred off-post, those that are single/unaccompanied should be referred off-post first, before PCS-Out guests that are accompanied.

(3) Priority 3: TDY Military. These individuals may make reservations up to three months in advance, based upon availability.

(4) Priority 4: TDY Civilian (DoD civilians, employed by the US Government, but not as a contractor). These individuals may make reservations up to three months in advance, based upon availability.

(5) Priority 5: Sports Teams, Camp Counselors, MWR Bazaar Vendors, and Other 'Group Reservations' determined by the General Manager. These individuals may make reservations up to three months in advance, based upon availability. The maximum stay is no more than 14 days, within a 40-day period. These individuals may be asked, at any time before or during the stay, to vacate the Zama Lodging facility, if a PCS-In or Out need arises and there are no other available rooms. The Zama Lodge will make every effort to provide a 24-hour advance notice if this occurs. Every effort will be made to assist the traveler with off-post accommodations.

(6) Priority 6: Space-A/Unofficial Travel. Individuals traveling unofficially within mainland Japan may make reservations seven days in advance, based upon availability. The maximum stay is seven consecutive days, within any 40-day period. Individuals that are traveling unofficially from outside mainland Japan may make reservations one month in advance, with a maximum stay of 14 consecutive days, within any 40-day period. These individuals may be asked, at any time before or during the stay, to vacate the Zama Lodging facility, if a PCS-In or Out need arises and there are no other available rooms. The Zama Lodge will make every effort to provide a 24-hour advance notice if this occurs. Every effort will be made to assist the traveler with off-post accommodations.

(7) Priority 7: Contractors. Individuals traveling on Invitational Orders of TDY, PCS-In, PCS-Out or in an unofficial travel status may make reservations seven days in advance, based upon availability. The maximum stay is seven days, within any 40-day period. These

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individuals may be asked, at any time before or during the stay, to vacate the Zama Lodging facility, if a PCS-In or Out need arises and there are no other available rooms. The Zama Lodge will make every effort to provide a 24-hour advance notice if this occurs. Every effort will be made to assist the traveler with off-post accommodations.

d. **GROUP RESERVATIONS:** As stated above, group reservations may be made up to three months in advance based upon availability. A group is considered to be five rooms or more, whether paying individually, as a group, or via transfer between activities (TBA). All reservation requests must be submitted, in writing, to the Zama Lodging Reservations Office. No group reservations will be requested via telephone. In addition, all changes/cancellations and modifications of the like, to group reservations, must be submitted in writing. At the time of reservation, a group questionnaire will be filled out, and once a booking is made (based upon availability) the group point of contact (POC) will enter into a group contractual agreement with the Zama Lodge. This group contractual agreement will include payment arrangement, room list request date, and reservation cancellation date. If group is traveling in an unofficial status (i.e., not TDY), these individuals may be asked, at any time before or during the stay, to vacate the Zama Lodging facility, if a PCS-In or Out need arises and there are no other available rooms. The Zama Lodge will make every effort to provide a 24-hour advance notice if this occurs. Every effort will be made to assist the traveler with off-post accommodations.

e. **CANCELLATION:** With the exception of group reservations (where special arrangements have been made), all reservations will be held until 1800 hours, day of arrival. If a guest is arriving PAST 1800 hours, he or she must notify the Zama Lodging facility and provide a major credit card and expiration date, to confirm the reservation for late arrival. Confirmed reservations must arrive before 2400. Confirmed reservations must be cancelled by 1800 hours on the day of arrival. Any cancellation after 1800 hours, day of arrival, will be charged one night's room rate. If a guest does not provide a credit card to confirm the reservation for late arrival, the reservation will be cancelled, promptly, at 1800. Exception shall be 'official' (TDY) travelers, where the reservations will be held until the last Narita Bus arrives at Camp Zama. Additional exception shall be those in a PCS-In status. If the PCS-In guest does not arrive by 2400 hours, the arrival shall be rolled over until the next day. Maximum rollover is two days, or 48 hours.

f. **RESERVATION STATUS:** Reservation agent will inform traveler of reservation guidelines for guaranteed and non-guaranteed reservations. If a room is not available for an official (TDY) traveler, 10 days prior to arrival, a Certificate of Non-Availability (CNA) number will be issued at the time the guest is making reservations. This is a control number for the traveler to record on his or her travel voucher, stating that government lodging was not available. Paper or stamp CNAs are no longer issued. In addition, CNAs will NOT be issued retroactive. The CNA must be issued either prior to, or day of, arrival.

g. **RE-ACCOMODATING/WALKING A GUEST** (due to overbooking status because of PCS need):

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- (1) Unofficial travelers will be the first guests to be relocated if needed.
  - (2) When relocating official travelers, a CNA will be issued.
  - (3) Alternative arrangements for displaced guests due to priority for official travelers. Guest lodging and transportation will be pre-arranged and pre-approved. Verbal agreement with off-post or other lodging should be established in advance of guest arrival if at all possible. Room rates and billing (if applicable) should also be agreed upon.
  - (4) Notify guest of relocation prior to their arrival, if possible.
  - (5) If the official and/or unofficial traveler is returning to Army Lodging facility the following night, a reservation must be updated as appropriate. Should transportation be required the lodging activity shall support and assist the displaced guest.
  - (6) Management shall identify the appropriate amenity or compensation to be afforded to the traveler. Samples include flowers, fruit basket, waiving telephone charges, or complimentary meals at MWR facilities. Parameters for compensation shall be applied to all displaced guests regardless of rank or travel status.
5. EXCEPTIONS: The General Manager or designated representative may make an exception to this policy, at any time, or may make a directive, on a case-by-case basis, not outlined in this SOP.
6. This command policy supersedes USAG-J command policy 59, 20 Sept 05.
7. This command policy will be in effect until revised or rescinded and will be reviewed annually.

//ORIGINAL SIGNED BY//  
ROBERT M. WALTEMEYER  
COL, SF  
Commanding

DISTRIBUTION:

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C  
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